

RESOLUTION NO. R19-1070

**A RESOLUTION TO ADOPT A POLICY FOR WATER LEAK
ADJUSTMENTS**

WHEREAS, the City of Stockbridge ("City") is a municipal corporation duly organized and existing under the laws of the State of Georgia and is charged with being fiscally responsible concerning the use and expenditure of all public funds; and

WHEREAS, the City Council desires to establish a Policy for Water Leak Adjustments;

THEREFORE, THE CITY COUNCIL OF THE CITY OF STOCKBRIDGE HEREBY
RESOLVES:

SECTION 1. Approval. The policy attached hereto as Exhibit A is hereby approved.

SECTION 2. Public Record. This document shall be maintained as a public record by the City Clerk and shall be accessible to the public during all normal business hours of the City of Stockbridge.

SECTION 3. Authorization of Execution. The Mayor or Mayor Pro Tem is hereby authorized to sign all documents necessary to effectuate this Resolution.

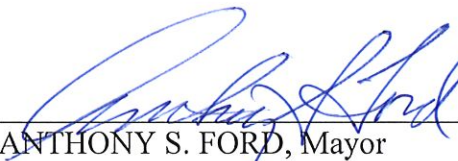
SECTION 4. Attestation. The City Clerk is authorized to execute, attest to, and seal any documents which may be necessary to effectuate this ordinance, subject to approval as to form by the City Attorney.

SECTION 5. Effective Date. This resolution shall become effective immediately upon its adoption by the Mayor and City Council of the City of Stockbridge as provided in the City Charter.

SO REOLVED this 10th day of June, 2019.

ATTEST:

 (SEAL)
VANESSA HOLIDAY, City Clerk


ANTHONY S. FORD, Mayor

APPROVED AS TO FORM:

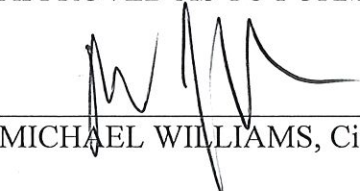

MICHAEL WILLIAMS, City Attorney

EXHIBIT A



Water Leak Adjustment Policy

I. PURPOSE

The purpose of this policy is to provide a basis for the City of Stockbridge's Utility Billing Department to adjust high bills caused by underground leaks in water lines or equipment on customers' property that the customer could not reasonably have known about with normal diligence. The reason for providing a policy for reducing these bills is to relieve possible financial hardship on residents and businesses caused by no fault of their own. The intent is to provide some relief for catastrophic losses of water but not high uses caused by lack of maintenance or a change in activity at the home or business.

II. LEAK ADJUSTMENTS FOR LOSS TO WATER AND SEWER BILLS

Threshold Considerations

Leak adjustments to water and sewer bills will be considered when all of the following threshold conditions have been met:

- When a leak has been repaired, the account holder has up to thirty (30) calendar days from the date the leak was repaired to present to the City of Stockbridge's Utility Billing Department the Leak Adjustment Request Form and one of the following documents:
 - If repaired by plumber – the original plumber statement of repairs.
 - If repaired by the customer – the original receipt of material purchased to make repair.
- The City shall not be obligated to make an adjustment of any bills not contested within thirty (30) days from the billing date.
- Account holder must submit the Leak Adjustment Request Form in writing before the bill due date.
- Account must not be delinquent (only the current month usage is owed) but an approved payment plan agreed upon by account holder does not constitute delinquency.
- Account holder must not have received a previous adjustment -one (1) undetected leak per year from last adjustment (for example -received adjustment on 10/28/18 will not receive another until after 10/28/19).

- The City shall be under no obligation to extend the discount or due date or the time for paying the bills because the account holder disputes the amount of the bill.
- Only one (1) billing adjustment will be allowed per premise.
- Car washes do not receive a discount on monthly sewer charges.

III. NO ADJUSTMENTS WILL BE GRANTED FOR THE FOLLOWING

- Lack of proper maintenance or negligence by account holder **(or third party such as renter, contractor, etc.)** which culminates in a water loss as being appropriate for approving an adjustment in the bill.
- Faulty toilets, leaking faucet or other interior fixtures, basement, crawl space, hot water heater, frozen pipes, busted pipes, hydrants or faucets left on, hot tubs, fishponds, etc.
- Premises left or abandoned or vacated without reasonable care for the plumbing system.
- High water use caused by seasonal activities such as watering of lawn, gardening, filling swimming pools, washing vehicles, pressure washing, etc.
- Leaks on irrigation systems or irrigation lines or garden hoses, leaks on any water lines coming off the primary water service line.
- Leak was caused by a third (3rd) party from whom the customer is able to recover their costs. Examples include, but are not limited to, theft, vandalism, and negligence and construction damage.
- The meter at said property has been accessed, tampered with or turned on/off by anyone other than a City of Stockbridge employee and that action resulted in the loss of water.
- More than one occurrence per any twelve (12) month period.
- Bills claimed to be lost or not received.
- Homes under construction/major renovation.
- When leak continues for four (4) or more months, there will be no adjustment for the fourth (4th) or subsequent months.

IV. PROCEDURE FOR DETERMINING THE LEAK ADJUSTMENT AMOUNT

The City of Stockbridge only adjusts the sewer portion of the bill and can make adjustments of the sewer portion for three (3) consecutive months if the usage is higher than normal. Private swimming pools meeting the requirement of at least twenty-four (24") inches deep, a surface area of at least one hundred (100) square feet, and a permanently equipped re-circulating system shall be eligible for a manual sewer adjustment. An adjustment is allowable for sewer only. One (1) adjustment for one (1) bill per calendar year will be allowed (January 1 – December 31st). The sewer consumption will be adjusted to the prior (6) month historical average. If the customer

has not established a six (6) month history, an average will be calculated based on any historical billing information available. The customer also has an option to purchase an irrigation meter that would be charged for water only. The city will make adjustments for both water and sewer for malfunctioning meters or misreads.



City of Stockbridge Utility Billing Department
4640 North Henry BLVD
Stockbridge, GA 30281
(770) 389-7901

Leak Adjustment Request Form

Customer to Complete within 30 Days after Leak Repair
Please Print

Account Number: _____ Daytime Number: _____

Name as it appears on Account: _____

Service Address: _____

Describe your leak problem (plumber's invoice or receipts of materials used to repair leak must be attached for approval):

Date leak was repaired: ____/____/____

Was the leak repaired within the last **30** calendar days? _____ (if No, your request will not be processed)

Do you have your receipts attached? _____ (if No, your request will not be processed)

Signature of Customer _____ Date ____/____/____

Internal Use Only

Leak Dates: ____/____/____ thru ____/____/____

Leak Consumption = _____ Gallons Water = \$ _____ Sewer = \$ _____

Water Adjustment = \$ _____ Sewer Adjustment = \$ _____

Total Adjustment = \$ _____ Balance due = \$ _____

Approved by: _____

Date: ____/____/____

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